

# KYLE JOSEPH INKS

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## **Data Analyst/**

*Information Technology Specialist*

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Over 6 years experience planning, supervising, coordinating and providing technical assistance for over 200 systems. Skilled communicator with excellent interpersonal communication, time management, and problem solving skills. Built new networks from the ground up, including running the cable, configuring the switches, creating user accounts, and setting up the end user's computers.

### **COMPUTER SKILLS:**

- Operating Systems: Windows XP & Windows Vista, Windows 8
  - Software Applications: ServiceNow, Microsoft Office 2007 & 2010, SharePoint, Remedy, & more
  - Hardware: Printers, Scanners, Digital Senders, Laptop PCs, & Desktops, 2600 & 2800 series routers, 2950 switches
  - Protocols: IP, EIGRP, Frame Relay, RIPv2, VLANs, Ethernet, & ACLs.
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### **AREAS OF EXPERTISE**

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- **Data Analytics** – Responsible for operational reporting metrics via ServiceNow for all ServiceNow users at the Cardinal Health Dublin Location.
  - **Network Administration** – Responsible for all software and hardware utilized by the Army's Civil Affairs Organization. Responsible for the Tactical Local Area Network non-secure and classified deployable networking systems and mail servers.
  - **Management and Training** – Responsible for all training of computer systems, software applications, local and wide area networks for the Civil Affairs Pacific and South American Command's.
  - **Server** – Created and maintained user accounts within active directory.
  - **Help Desk** – Provided technical support and system administration for one of the most fast paced divisions in the United States Army. Diagnosed and resolved helpdesk tickets escalated by the helpdesk staff.
  - **Operations** – Coordinated and scheduled all contracted training for Civil Affairs companies.
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### **EMPLOYMENT HISTORY**

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#### **CARDINAL HEALTH**

##### ***Data Analyst***

**2012 - Present**

- Manage and maintain over 150 SharePoint webpages, using document management system, html, and internal reporting tools. Create and Maintain ServiceNow reports for all Cardinal Health ServiceNow users. Trained ServiceNow administrator and advanced administrator.

#### **UNITED STATES ARMY**

##### ***Help Desk Supervisor***

**2011 – Present**

- Supervise software installations, troubleshooting, active directory actions, and baseline imaging of PCs on the network. Provide telephone support for all Army National Guard Units in the State of Ohio.

### ***Senior Information System Team Chief***

**2009 – 2011**

- Civil Affairs Information Management Supervisor in charge of tracking, analyzing and orienting data base maintenance of current and past Civil Affairs operations and managing Microsoft Office SharePoint Server 2003 & 2007 data.
- Work closely with Geospatial Analyst Tool and Asymmetrical Software Kit.
- Maintained accountability and serviceability of electronic equipment valued at \$22,000.
- Acted as both rear detachment officer in charge and noncommissioned officer in charge during short notice 90 day deployment in support of Operation Unified Response-Haiti.

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### ***Senior Local Area Network Manager***

**2008 – 2009**

- Managed multi-functional/multi-user information systems for over 200 computer work stations, field computing devices, printers, and various associated peripherals valued in excess of \$1,000,000.
- Planned, supervised, coordinated, and provided technical assistance for the installation, operation, system analyst function, and unit level maintenance.
- Additional duties included Information Assurance Security Officer and Information Management Officer.

### ***Information Systems Analyst***

**2005 – 2008**

- Supported over 800 users on 2 separate networks, including the division commander and his staff.
  - Assisted in the management of over 30 servers running Microsoft Server 2003, as well as Microsoft Exchange, Adobe Connect, and Microsoft SharePoint.
  - Trained over 20 personnel in the areas of information security, management, and distribution.
  - Attended morning meetings to discuss projects and assignments, plan strategies, and suggest improvements.
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## **EDUCATION**

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### **The Ohio State University, Columbus, OH 43210**

Working towards Bachelors in Computer Science & Engineering, Computer & Information Systems; 164 semester hours completed

### **CompTIA**

Security+ (2008 Edition), Certified March 2010

Network+ (2009 Edition), Certified May 2010

A+ (2009 Edition), Certified October 2010

### **Military Signal School, Fort Gordon, GA 30905**

Attended Information Systems Advanced Leaders course, 08/09 – 11/09

***Leadership | Personal and Performance counseling | Written and Verbal communications | Cultural Awareness | Problem Solving | Resource Management | Network System Management | TCP/IP Protocol | Router Troubleshooting | Switching Concepts | WAN Technologies | VLANS | SNMP | Windows Server | Server Administration | Network Security***

### **Military Leadership School, Fort Bragg, NC 28310**

Attended Primary Leadership and Development course, 08/08

***Leadership | Battle Focused Training | Field Training***

### **Military Signal School, Fort Gordon, GA 30905**

Attended Information Systems Maintainer course, 01/05 – 05/05

***Windows XP | Windows Server 2003 | Basic Cisco Router and Switch Operation | Introduction to Unix and Linux | IP subnetting | Networking | Computer Hardware | Cable Termination***